Feedback summary

For the launch event of the project:
"Building Urban Climate Resilience in South-Eastern Africa"
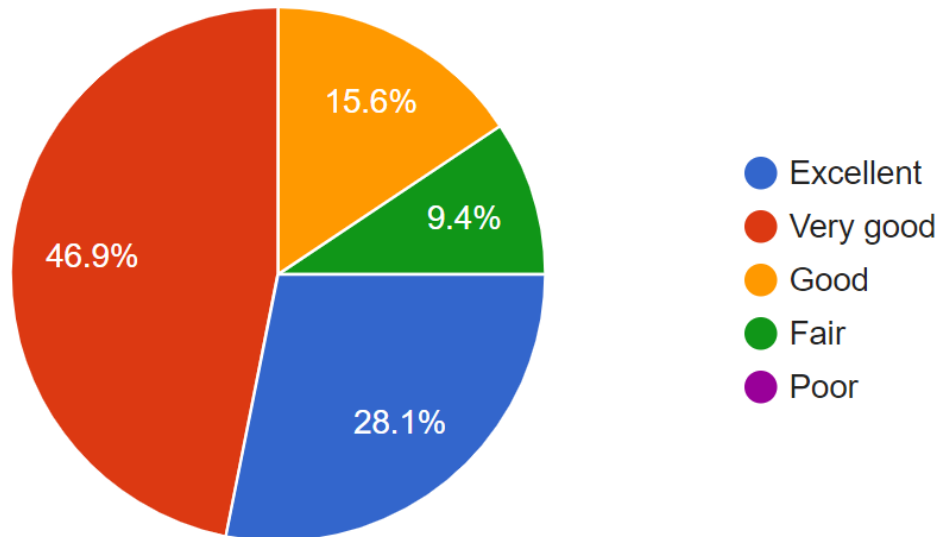
23rd - 24th June 2020

Introduction:

This feedback questionnaire was prepared by UN-Habitat and disseminated via email to participants twice on 03.Jul.2020 and 06.Jul.2020.

It is an anonymous questionnaire and it consists of 11 various questions to assess the satisfaction rate of different aspects of our event and to be a reference for us when organizing virtual events in the future. Until 17.Jul.2020, 32 responses were collected from different countries and entities.
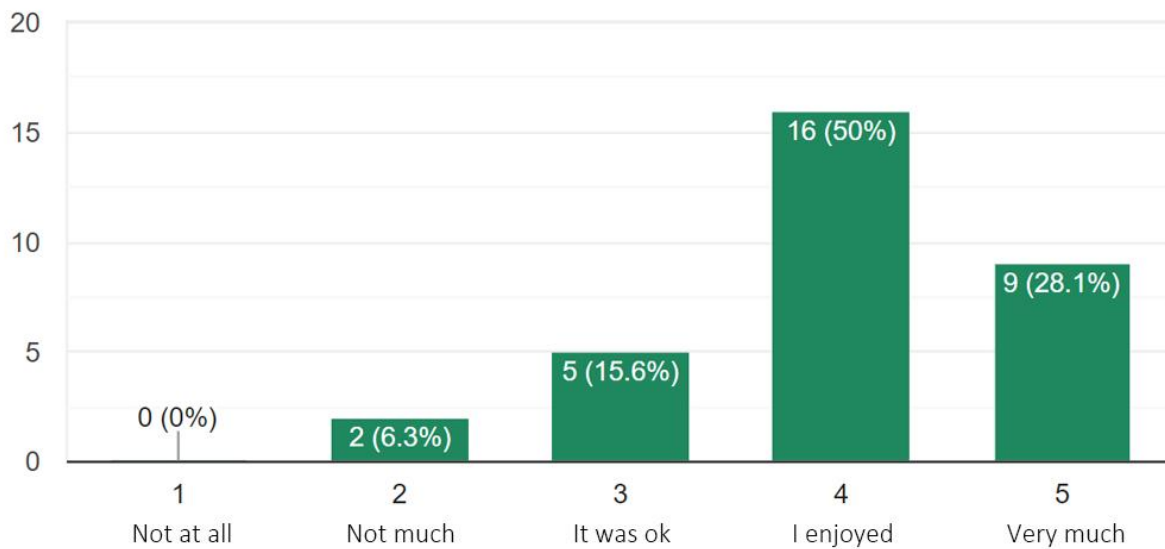
Below you can find the questions and then the responses to each.

- ❖ Q1. Overall, how would you rate the event?
- ❖ Q2. Did you ENJOY the event?
- ❖ Q3. Prior to the event, how much of the information that you needed did you get?*
- ❖ Q4. Was the event length too short or about right?
- ❖ Q5. Having participated in the event, how well do you now understand what the project is about?
- ❖ Q6. Were you SATISFIED with the interpretation services?
- ❖ Q7. Which element(s) of the event was your MOST favorite?
- ❖ Q8. Which element(s) of the event was your LEAST favorite?
- ❖ Q9. Did you encounter technical issues?
- ❖ Q10. How easy did you find the Interprefy platform to use?
- ❖ Q11. This online format is still new to us! We would like to learn from your experience. Is there any other feedback that you would like to share about the event?
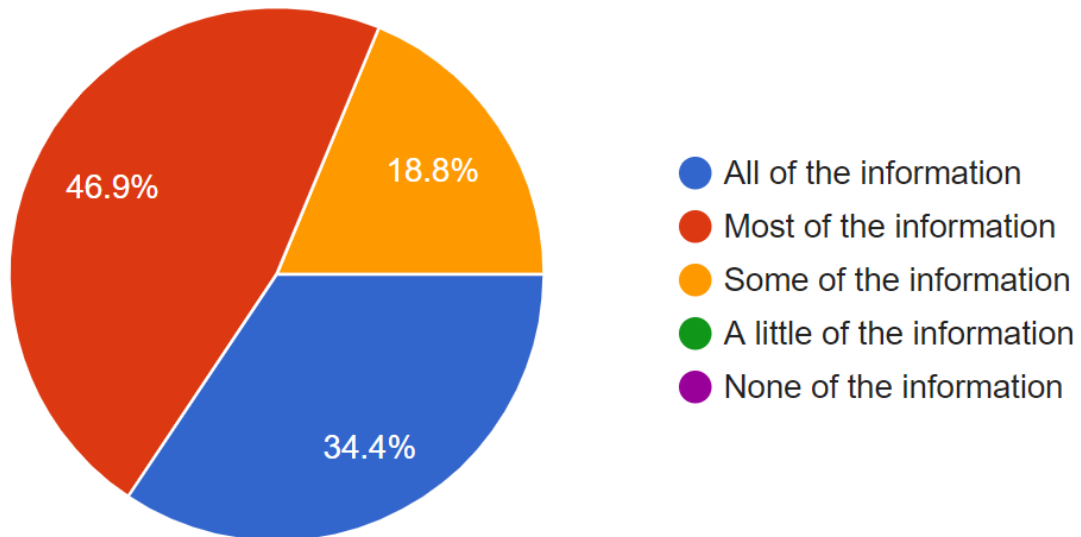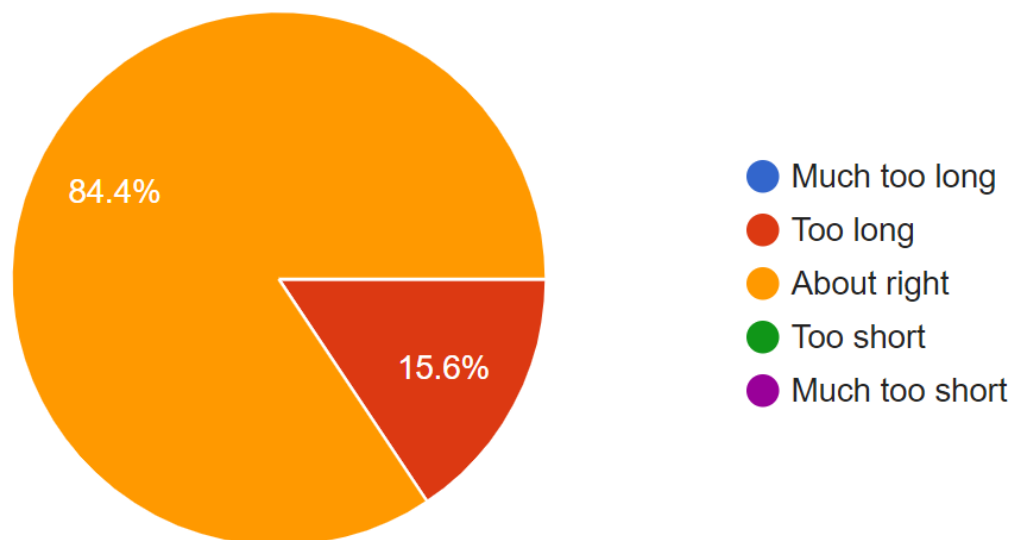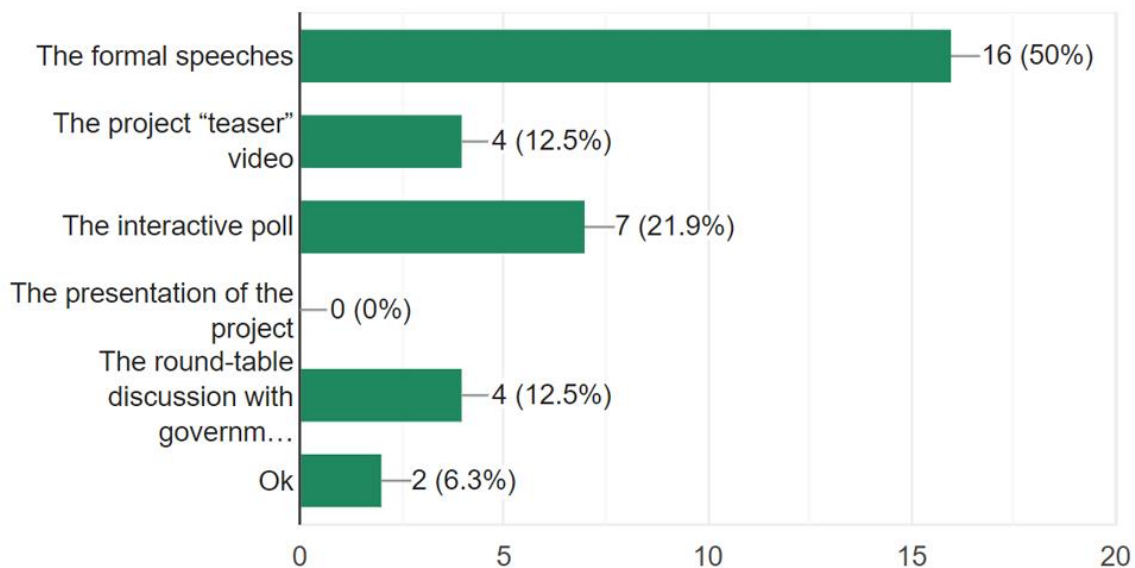
Q1. Overall, how would you rate the event?

- Excellent
- Very good
- Good
- Fair
- Poor

Pie chart values: 15.6%, 9.4%, 28.1%, 46.9%

Q2. Did you ENJOY the event?

Bar chart values:
- 1 (Not at all): 0 (0%)
- 2 (Not much): 2 (6.3%)
- 3 (It was ok): 5 (15.6%)
- 4 (I enjoyed): 16 (50%)
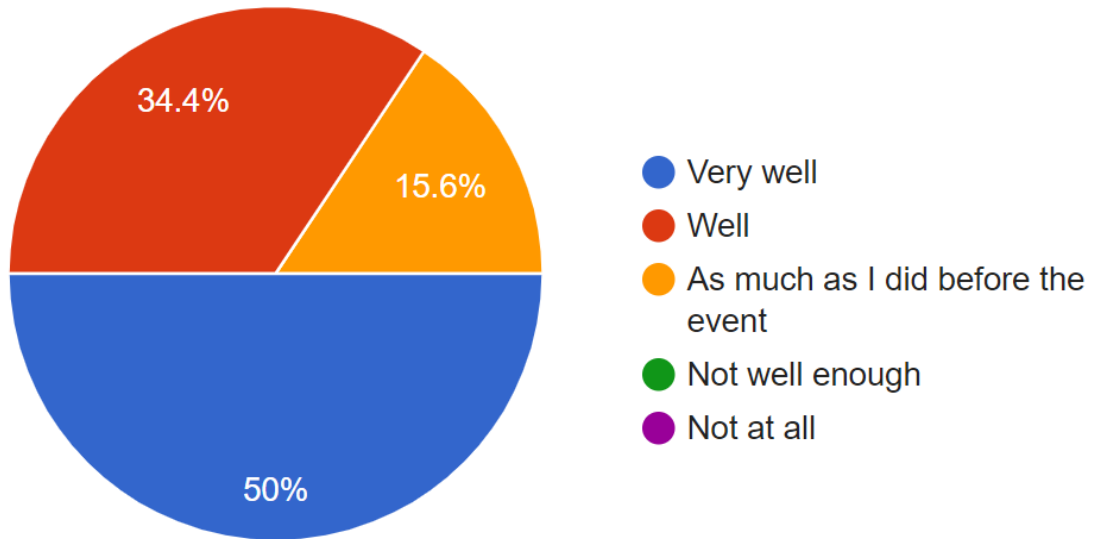- 5 (Very much): 9 (28.1%)

Q3. Prior to the event, how much of the information that you needed did you get?
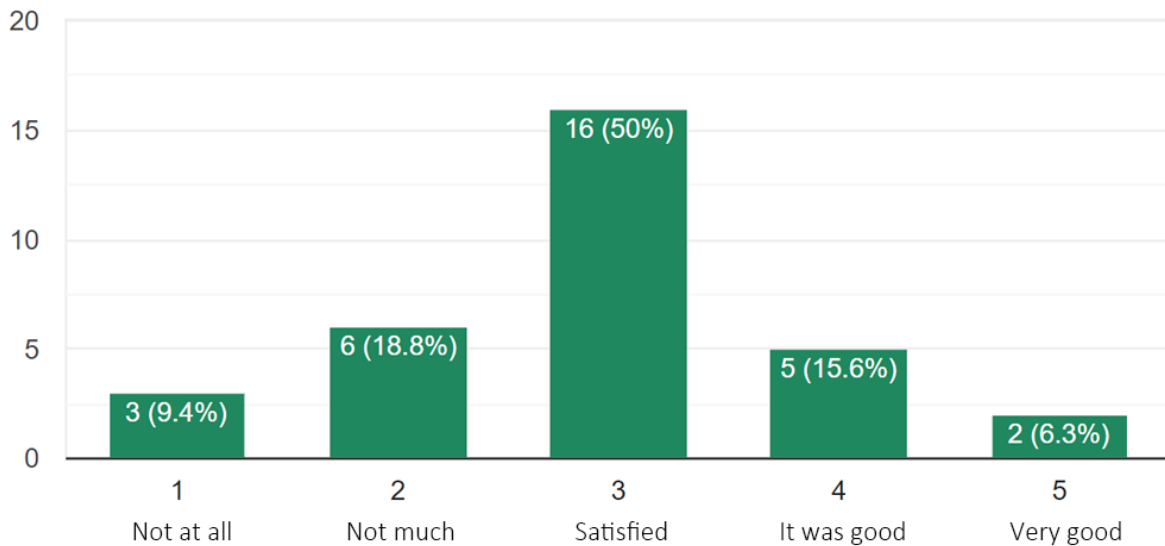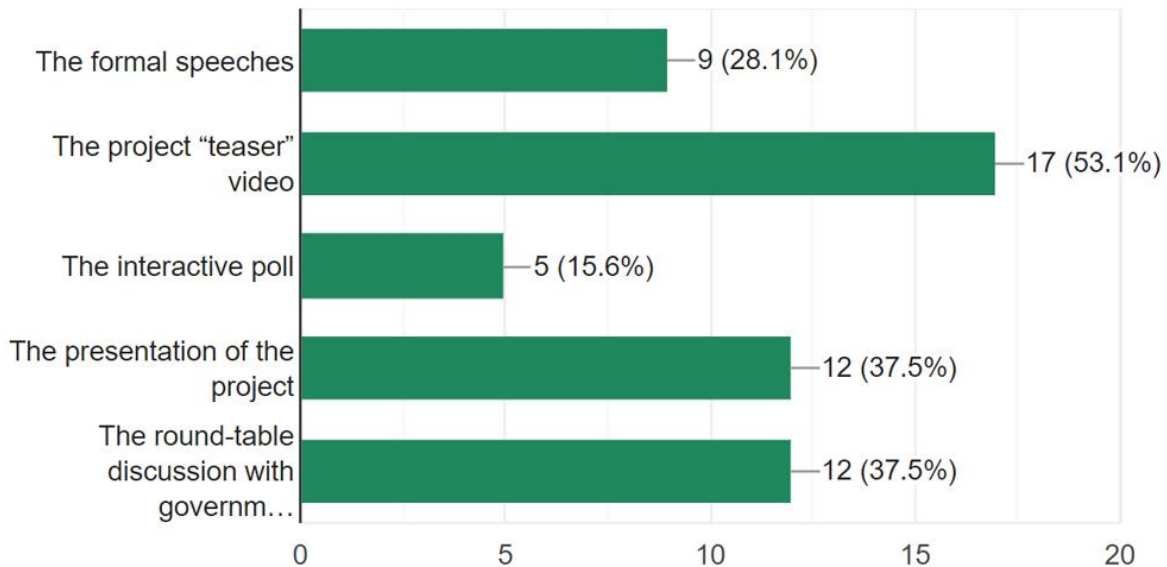

Q4. Was the event length too short or about right?

Q5. Having participated in the event, how well do you now understand what the project is about?

- Very well
- Well
- As much as I did before the event
- Not well enough
- Not at all

Q6. Were you SATISFIED with the interpretation services?

	1 Not at all	2 Not much	3 Satisfied	4 It was good	5 Very good
	3 (9.4%)	6 (18.8%)	16 (50%)	5 (15.6%)	2 (6.3%)

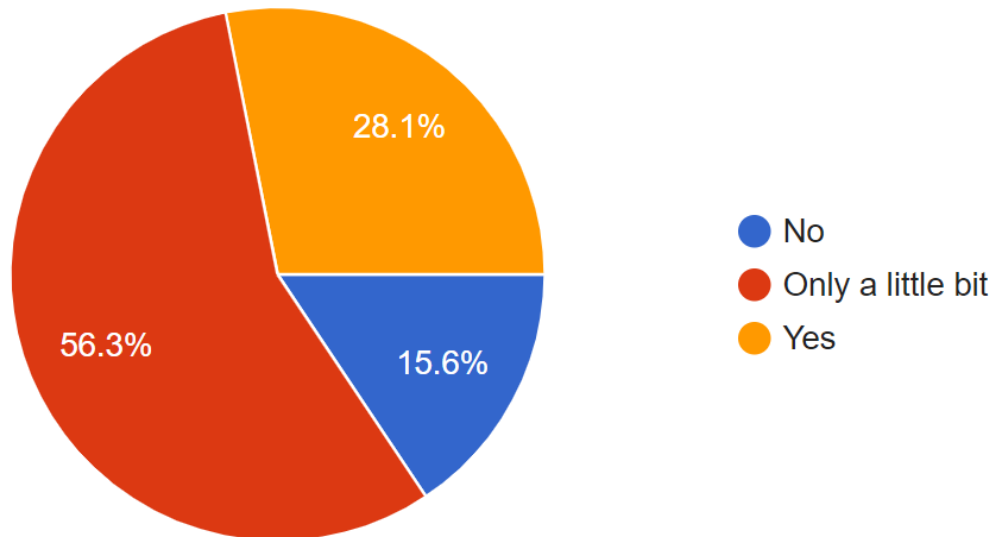## Q7. Which element(s) of the event was your MOST favorite?

Q8. Which element(s) of the event was your LEAST favorite?

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Q9. Did you encounter technical issues?

28.1%

56.3%

15.6%

- No
- Only a little bit
- Yes

Q10. How easy did you find the Interprefy platform to use?

21.9%

15.6%

34.4%

25%

- Very easy
- Somewhat easy
- Same as other commonly used platforms
- A bit difficult
- Not at all user-friendly

Q11. This online format is still new to us! We would like to learn from your experience. Is there any other feedback that you would like to share about the event?

1. Noticed connectivity issues which varied from country to country
2. Great job!
3. To increase the interaction among participants.
4. The online format is a great opportunity. I was so glad to have the opportunity to participate to this event remotely. However, the poor quality of the internet together with the length of some formal speeches was a bit challenging. Keep up with the fantastic work!
5. It was very well organized and with a lot of different elements to it, which made it very interesting! Thanks a lot.
6. I think the technical issues limited the event.
7. I enjoy take part of the event, it was my first virtual international meeting, which apart of the technical issues, I loved. Thank you for the initiative.
8. Internet was very busy.
9. The challenge of the online format is the time difference between the countries and the intensive use of the internet nowadays.
10. Recommend using "Slido" rather than the one used. Much more user-friendly.
11. Poor connectivity and hanging of pictures need to be improved.
12. Interprefy requires very good internet that is difficult in developing country and remote areas particularly.

Thank you!